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| **NCI/Office of Communications and Public Liaison** |
| **APPENDIX 1AB** |
|  **AUTOMATED CUSTOMER SERVICE AND demographic QUESTIONS**  |

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Customer Service Questions

The Public Burden statement for the phone demographics is on the workspace:

<https://livehelp.cancer.gov/ci/documents/detail/5/1/12/d20f5cee1379622717570b0dd5ba13012e07435c>

The VA Demographics share the public burden statement, which is on the workspace above, here is the actual VA survey:

<https://livehelp.cancer.gov/ci/documents/detail/5/6/12/3d59acc925ccbfd3f780e854ed1be3795a3be5a7>



**Questions:**

* **Have you used service before?**
* **How did you find our Service?**
* **Zip Code?**

Demographic Survey Questions

Please select a response from the following responses:

What is your age?

* 1- 18-34
* 2- 35-49
* 3- 50-64
* 4- 65-74
* 5- 75+

 What is your Gender?

* 1- Male
* 2- Female
* 3- Don’t know
* 4- I do not wish to respond

 Which of These Categories Best Describes You?

* 1- Hispanic or Latino
* 2- Not Hispanic or Latino
* 3- Don’t know
* 4- I do not wish to respond

 Which of These Categories Best Describes You?

* 1- American Indian or Alaska Native
* 2- Asian
* 3- Black or African American
* 4- Native Hawaiian or Other Pacific Islander
* 5- White

What Is the Highest Level of Education You Have Completed?

* 1- Some high school or less
* 2- High school graduate
* 3- College graduate
* 4- Post-graduate
* 5- I do not wish to respond

Is There a Place You Usually Go to When You are Sick or Need Advice About Your Health?

* 1- Yes
* 2 -No
* 3- Don't Know
* 4- I do not wish to respond

 What Kind of Place Do You Go Most Often?

* 1- A doctor’s office
* 2- A clinic or health center
* 3- The emergency room or urgent care
* 4- Some other place, or
* 5- Don’t know

What Was Your Total Household Income from All Sources Before Taxes Last Year?

* 1- Less than $25,000
* 2- $25,000 - $49,000
* 3- $50,000 - $74,000
* 4- more than $75,000
* 5- I do not wish to respond

 Including Yourself, How Many People Living in Your Household are Supported by This Total Household Income?

* 1- 1
* 2- 2
* 3- 3
* 4- 4 or more
* 5- I do not wish to respond